

# North Carolina COVID-19 Vaccine Management System (CVMS)

## Provider Enrollment Portal

## Vaccine Coordinator User Guide

Version 8

May 19, 2021



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the  
CVMS Help Desk Portal\* at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

\* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

*NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)*

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021*

3. You will receive an e-mail with your username and temporary password to log into the portal

# Table of Contents

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	Pages
Overview	5 – 8
Completing Section B	9 – 24
Practicing Provider Bulk Upload	25 – 29
Steps After Completing Section B	30 – 31
Resubmitting Section B	32 – 34
Appendix	35 – 37

# Overview

# Overview

## Section B

Welcome to the Locations page of the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Please read the following instructions before enrolling your COVID-19 vaccination location.

As a Vaccine Coordinator, you are about to complete Section B (Provider Profile) of the CDC COVID-19 Vaccination Program Provider Agreement. This section gathers specific information on your location. If you serve as Vaccine Coordinator for multiple locations within your organization, **you must complete this section for each respective location**. To complete this section, you will be asked for:

- Location details
- Primary and Back-up Vaccine Coordinator contact information
- Shipment availability
- Provider type and setting
- Population(s) served
- Storage capacity and storage unit specifications (including brand, model, type, and interior and exterior pictures)
- List of providers, including license numbers, with prescriptive authority

If you also serve as CEO and/or CMO for your organization, click on the “CEO Review/Sign” and/or “CMO Review/Sign” at the top menu bar after you have completed Section B to review the conditions for enrollment and provide your signature.

Don't Show this Again ☐

Close

In this user guide, we will discuss how the Vaccine Coordinator will be able to complete Section B of the Provider Enrollment process in the CVMS Provider Enrollment Portal.

The content included in this user guide is for the following role: **Primary Vaccine Coordinator, or Organization Administrator.**

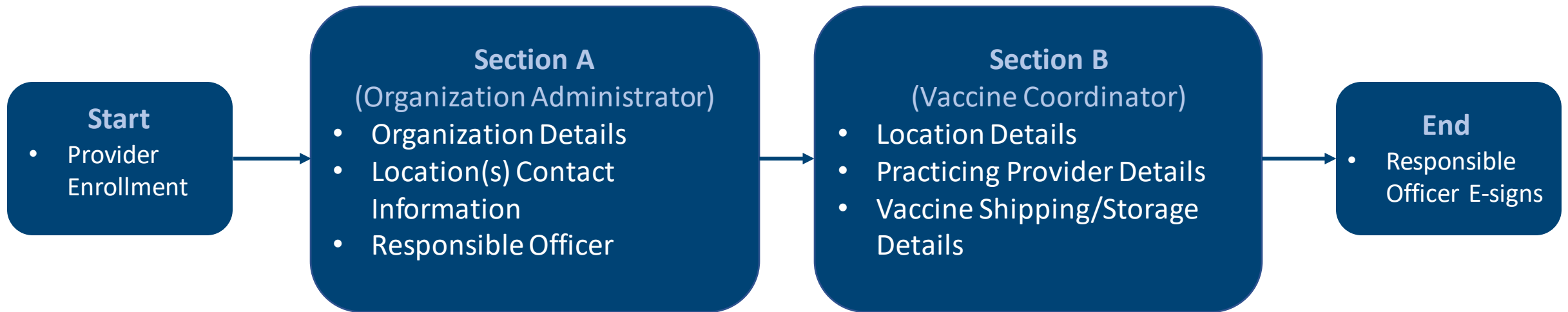
Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers
- Log into the CVMS Provider Enrollment Portal at <https://covid-enroll.ncdhhs.gov/>

**Now, let's get started!**

# CVMS Provider Enrollment Process Overview

The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.



## Additional Resources

- Provider Enrollment Portal <https://covid-enroll.ncdhhs.gov/>
- Provider Enrollment Checklist - <https://covid19.ncdhhs.gov/covid-19-vaccine-readiness-checklist-download/download>



## Relevant Roles

- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)

# Provider Enrollment Roles

A provider is anyone who provides and administers healthcare services.



<b>Organization Administrator</b>	<ul style="list-style-type: none"><li>• Completes Section A for the entire organization.</li><li>• Can also complete all actions a Vaccine Coordinator, CEO or CMO is completing</li></ul>
<b>Vaccine Coordinator</b>	<ul style="list-style-type: none"><li>• Completes Section B for their assigned location(s)</li><li>• On-site at the location</li></ul>
<b>Chief Executive Officer (CEO)</b>	<ul style="list-style-type: none"><li>• Reviews and signs on behalf of all locations within the organization</li></ul>
<b>Chief Medical Officer (CMO)</b>	<ul style="list-style-type: none"><li>• Reviews and signs on behalf of all locations within the organization</li></ul>

Note for small organizations: it is possible to set the same person for these four profiles. This person will be able to perform all these tasks.

# Provider Enrollment Role Checklist

COMPLETE THE CHECKLIST below for **EACH ROLE** that you serve in your organization

## Organization Administrator

- ☐ **Register** for a Provider Enrollment account
- ☐ Mark if your organization is a **Redistribution Participant**
- ☐ **Add** all locations
- ☐ Add your organization's **CMO**
- ☐ Add your organization's **CEO**

## Vaccine Coordinator

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
- ☐ **Upload pictures** of the interior and exterior of your **storage units**
- ☐ **Input all practicing providers** at your location
- ☐ **Add initial HCP Location Managers**
- ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
- ☐ Review and sign the **Storage and Handling Attestation**

For locations with at least 25 practicing providers, return completed **Practicing Provider Bulk Upload Template** to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)

## Chief Executive Officer (CEO)

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
- ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
- ☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**

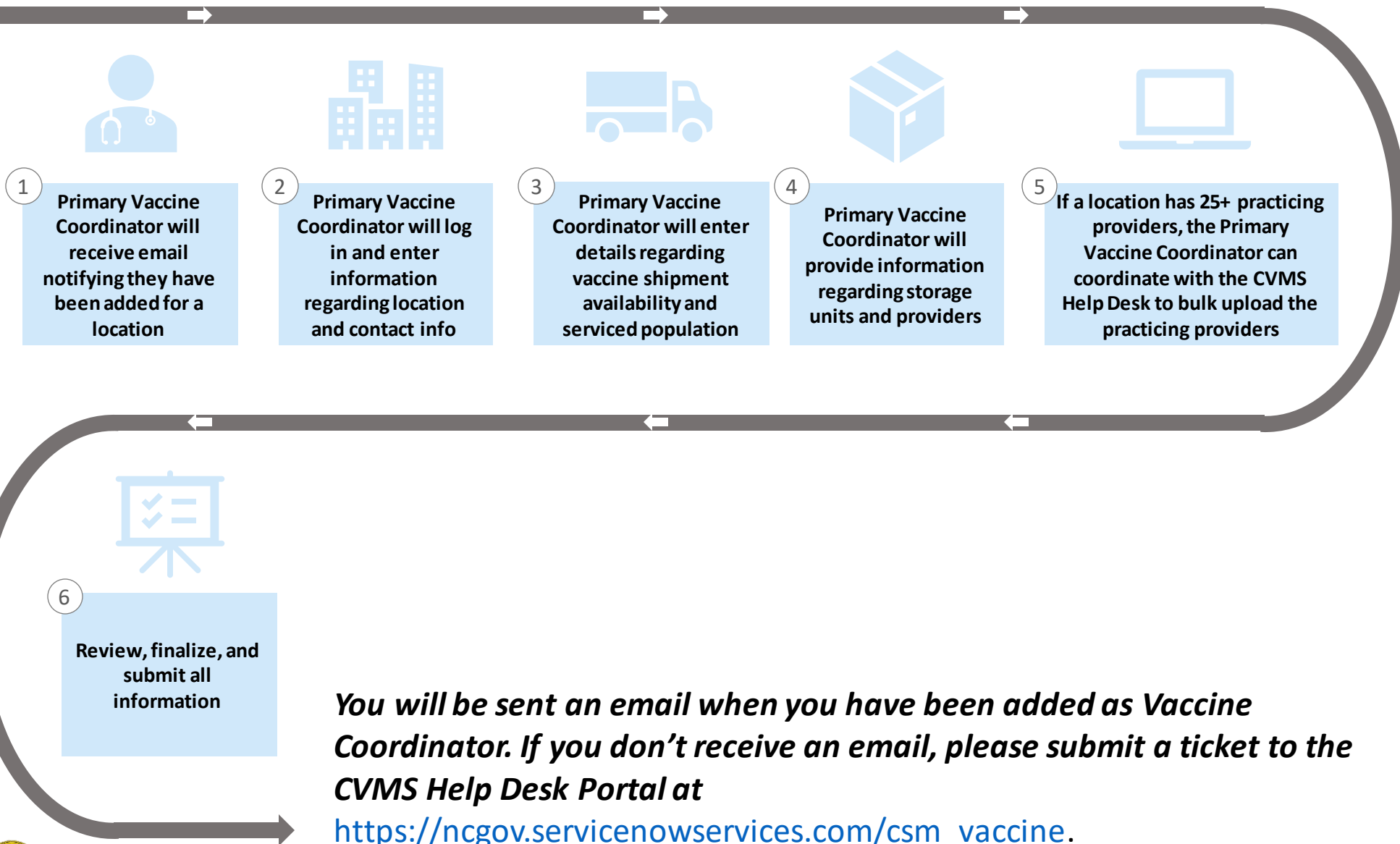
## Chief Medical Officer (CMO)

- ☐ **Register** for a Provider Enrollment account via the link in the welcome email
- ☐ Review and sign the **CDC COVID-19 Vaccination Program Provider Agreement**
- ☐ If applicable, review and sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**



# Completing Section B

## Provider Enrollment Workflow – Section B

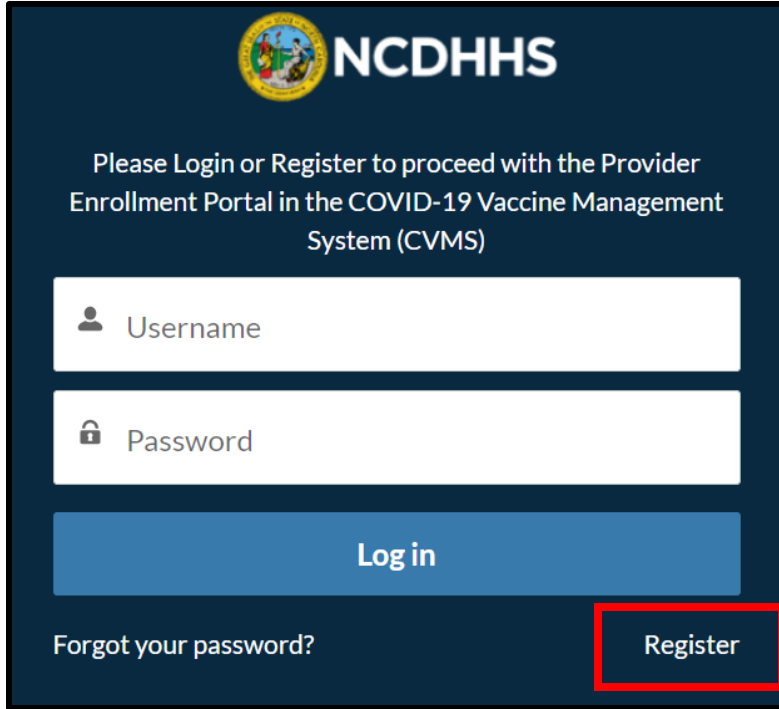


### Audience

Organization Administrator

Vaccine Coordinator

# Step 1 of 13: Log into the CVMS Provider Enrollment Portal



The screenshot shows the NCDHHS logo at the top left. Below it, the text reads: "Please Login or Register to proceed with the Provider Enrollment Portal in the COVID-19 Vaccine Management System (CVMS)". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these is a blue "Log in" button. At the bottom left is a link "Forgot your password?". At the bottom right is a "Register" button, which is highlighted with a red rectangular border.

When you are ready to begin the CVMS Provider Enrollment process, navigate to the CVMS Provider Enrollment Portal at <https://covid-enroll.ncdhhs.gov/>.

1. Click **REGISTER**
2. Enter your **NAME AND EMAIL**
3. Create your **PASSWORD**
4. Click **SIGN UP**
5. You will be directed to **COMPLETE SECTION B**

## Audience

Organization  
Administrator

Vaccine  
Coordinator

## Tips

Link to the portal included in the email inviting you to register.

Reference the **CVMS Provider Enrollment Account Registration and Password Reset Training Guide** for more information about account creation, which is available on the NC Immunization Branch website:  
<https://covid19.ncdhhs.gov/cvms-provider-enrollment-account-registration-and-password-reset-user-guide/download>

# Step 2 of 13: Provider Location Information

Location Inform...

Vaccine Coordin...

Availability

Provider Type/S...

Population Serv...

Storage Units

Practicing Provi...

Initial Healthcar...

Review

SGH Attestation

Completed

Section B. CDC COVID-19 Vaccination Program Provider Profile Information

ORGANIZATION ADDRESS FOR RECEIPT OF COVID-19 VACCINE SHIPMENTS

\* Location Name

\* Street Address 1

Street Address 2

\* Location Name

Health Care Location 1

\* Street Address 1

123 Test Address

Street Address 2

\* City

Charlotte

\* County

Yadkin

\* State

North Carolina

Next

You will be directed to complete the **LOCATION INFORMATION** page. On this page, you will be able to provide additional details for your location.

1. Enter the address where your location will receive COVID-19 vaccine shipments
2. Please indicate if the address for vaccine shipments differs from the vaccine administration locations
3. Please indicate if another organization will order COVID-19 vaccine for this location
4. Click **NEXT** once all information is complete

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

The Location Name field will be populated from details entered in Section A.

# Step 3 of 13: Provide Vaccine Coordinator Details

✓ Vaccine Coordin...

Availability

Provider Type/S...

Population Serv...

Storage Units

Practicing Prov...

Initial Healthcar...

Review

SGH Attestation

Completed

ORGANIZATION LOCATION VACCINE COORDINATOR CONTACT INFORMATION

\* Primary Vaccine Coordinator First Name

Primary Vaccine Coordinator Middle Initial

\* Backup Vaccine Coordinator First Name

Patrick

Backup Vaccine Coordinator Middle Initial

\* Backup Vaccine Coordinator Last Name

Mispireta

\* Backup Vaccine Coordinator Telephone xxx-xxx-xxxx

129-000-4567

\* Backup Vaccine Coordinator Email

pa@mailinator.com

Next

After providing the location details, you will be prompted to enter additional Vaccine Coordinator Details. As the **PRIMARY VACCINE COORDINATOR**, your information will be **PREPOPULATED** for you.

You will be asked to provide **BACKUP VACCINE COORDINATOR** contact details. The Backup Vaccine Coordinator is typically the **LEAD PHYSICIAN** signing the agreement on behalf of your organization.

1. Enter the **BACKUP VACCINE COORDINATOR DETAILS**
2. Click **NEXT**

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

The Backup Vaccine Coordinator can be any representative from your location.

The Backup Vaccine Coordinator will not have access to the CVMS Provider Enrollment Portal.

# Step 4 of 13: Enter Availability to Receive COVID-19 Vaccine Shipments

You will be asked to provide your **AVAILABILITY TO RECEIVE COVID-19 VACCINE SHIPMENTS**. You have the option specify when you can receive shipments during a **MORNING AND EVENING TIMESLOT FOR EACH DAY** of the traditional work week.

- 1. Provide the **AVAILABILITY TO RECEIVE** COVID-19 vaccine shipments
- 2. If you are **NOT AVAILABLE TO RECEIVE** shipments during a timeslot, select **NA** for both the **FROM AND TO FIELDS**
- 3. Click **NEXT**

## Audience

Organization  
Administrator

Vaccine  
Coordinator

✓

✓

Availability

Provider Type/S...

Population Serv...

Storage Units

Practicing Provi...

Initial Healthcar...

Review

S&H Attestation

Completed

DAYS AND TIMES VACCINE COORDINATORS ARE AVAILABLE FOR RECEIPT OF COVID-19 VACCINE SHIPMENTS

\* Monday AM from:

Please select time

▼

\* Monday AM to:

Please select time

▼

\* Monday PM from:

Please select time

▼

\* Monday PM to:

# Step 5 of 13: Enter Provider Type & Key Vaccination Details

COVID-19 VACCINATION PROVIDER TYPE FOR THIS LOCATION (SELECT ONE)

\* Provider Type

Pick a Provider Type

SETTINGS WHERE THIS LOCATION WILL ADMINISTER COVID-19 VACCINE (SELECT ALL THAT APPLY)

\* Settings: Select the setting for your location. If multiple settings describe your location, select more than one setting by holding down CTRL (CMD+CTRL on Mac) and clicking on each additional setting.

Temporary location - mobile clinic  
Urgent care facility  
Workplace  
Other

Pick at least one Setting

APPROXIMATE NUMBER OF PATIENTS/CLIENTS ROUTINELY SERVED BY THIS LOCATION

Number of children 18 years of age and younger: 0

APPROXIMATE NUMBER OF PATIENTS/CLIENTS ROUTINELY SERVED BY THIS LOCATION

Number of children 18 years of age and younger: ⓘ

☒ Unknown

Number of adults 19 – 64 years of age: ⓘ

☒ Unknown

Number of adults 65 years of age and older: ⓘ

Next

Next, you will be directed to the **PROVIDER TYPE/SETTINGS** page. In this section, you will provide more information about your provider type and other key details.

1. Select a **PROVIDER TYPE**
2. Select **ALL THE SETTINGS** that apply
3. Enter the **ANNUAL NUMBER OF PATIENTS** served for **EACH AGE DEMOGRAPHIC**. If you do not know, select **Unknown**
4. Enter the **AVERAGE NUMBER OF PATIENTS** seen per week
5. Enter the **PEAK INFLUENZA VACCINES ADMINISTERED**
6. Click **NEXT**

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

To select more than one setting, click CTRL on your KEYBOARD and all values that apply.

If you have Mac, CONTROL + COMMAND and select all values that apply.

# Step 6 of 13: Enter Population Type / # of 10-Dose MDVs

✓

✓

✓

✓

Population Serv...

Storage Units

Practicing Provl...

Initial Healthcar...

Review

SSH Attestation

Completed

POPULATION(S) SERVED BY THIS LOCATION (SELECT ALL THAT APPLY)

\* Population Served: Select the population your location serves. If your location serves multiple populations, select more than one population by holding down CTRL (CMD+CTRL on Mac) and clicking on each additional population.

People who are under-insured or uninsured

People with disabilities

People with underlying medical conditions that are risk factors for severe COVID-19 illness

Other people at higher-risk for COVID-19

Click at least one Population

VACCINE ADMINISTRATION DATA REPORTING

\* Does your organization currently report vaccine administration data to the state, local, or territorial immunization information system (IIS)?

Click Yes, No, or N/A

ESTIMATED NUMBER OF 10-DOSE MULTIDOSE VIALS (MDVs) YOUR LOCATION IS ABLE TO STORE DURING PEAK VACCINATION PERIODS (E.G., DURING BACK-TO-SCHOOL OR INFLUENZA VACCINE SEASON) AT THE FOLLOWING TEMPERATURES:

Refrigerated (2°C to 8°C):

☐ No capacity

Approximately how many additional refrigerated 10-dose MDVs can be stored?

Frozen (-15° to -25°C):

Next

Next, you will be directed to the **POPULATION TYPE / # OF 10-DOSE MDVS** page. On this page, you will provide additional information about the **POPULATION(S) YOU SERVE** and some **STORAGE DETAILS**.

1. Select **ALL THE POPULATIONS SERVED** by your locations
2. Enter your location’s **REPORTING STATUS / IIS NUMBER**.
3. Enter your location’s **STORAGE CAPACITY DETAILS**
4. If your location does not have any storage capacity, select **NO CAPACITY**
5. Click **NEXT**

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

Pharmacies can call 1-877-873-6247 to determine their IIS number. All other types of providers can enter their NCIR number.



# Step 7 of 13: Provide Additional Storage Unit Information

Next, you will be asked for more information on your **LOCATION’S STORAGE UNITS**. You may enter up to a **MAXIMUM OF FIVE STORAGE UNITS**.

You **MUST UPLOAD INSIDE AND OUTSIDE PHOTOS** of your storage units.

- 1. Enter the **BRAND, MODEL, AND TYPE** for each storage unit
- 2. **UPLOAD INSIDE AND OUTSIDE PHOTOS** of each storage unit
- 3. Select **N/A** for any remaining storage unit fields you will not use
- 4. Click **NEXT**

✓

✓

✓

✓

✓

Storage Units

Practicing Provi...

Initial Healthcar...

Review

S&H Attestation

Completed

STORAGE UNIT DETAILS FOR THIS LOCATION

List brand, model, and type of storage units to be used for storing COVID-19 vaccine at this location to avoid delays in the processing of your enrollment.

The Centers for Disease Control and Prevention (CDC) recommends using purpose-built or pharmaceutical-grade units designed specifically for vaccine storage. Household combination units are acceptable for the refrigerated component only, if a purpose-built refrigerator unit is not available. A separate, stand-alone freezer must be utilized for frozen vaccine. Vaccines may not be stored in a dormitory-style or bar-style combined refrigerator/freezer unit under any circumstances, as these units are not acceptable for vaccine storage. Vaccines must be stored on a separate shelf from any other biologics. Food must be stored separately and not in the same unit where vaccine is stored.

\* Storage Unit 1 Brand

Storage Unit 1 Inside Picture

Upload Files

Or drop files

Storage Unit 1 Outside Picture

Upload Files

Or drop files

Next

## Audience

Organization  
Administrator

Vaccine  
Coordinator

## Tips

You must upload actual pictures of your storage units, not stock photos. Failure to upload actual photos will prevent your submitted application from being approved.

# Step 8 of 13: Enter Your Practicing Providers Information

Next, you will be asked to **ENTER ALL PRACTICING PROVIDERS** with prescribing authority (i.e., MD, DO, NP, PA, RPh, DDS, DMD) for the COVID-19 vaccine at your location.

- 1. For each practicing provider, enter their information as it **APPEARS ON THEIR MEDICAL LICENSE**
- 2. Click **CREATE PROVIDER**
- 3. The practicing provider will be added to the list

✓>✓>✓>✓>✓>✓>Practicing Provi...>Initial Healthcar...>Review>S&H Attestation>Completed

No associated providers  
We're sorry there are no providers associated with your account. You can create a new provider record below.

Add New Provider

\* Practicing Provider License Type  
--None--

\* Practicing Provider License Number

\* Practicing Provider First Name

\* Practicing Provider Last Name

Practicing Provider Middle Initial

Create Provider

Pause

Next

## Audience


Organization  
Administrator

Vaccine  
Coordinator

## Tips

The practicing provider's name entered must match exactly how the practicing provider's name appears on the practicing provider's medical license.

If you represent a location with **25 or more practicing providers**, please reference the next section in this user guide.



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HUMAN SERVICES

18

# Step 9 of 13: Edit Your Practicing Providers Details

Once you enter all your practicing providers, **REVIEW THE PROVIDER LIST**. You can update or deactivate practicing providers that you entered.

To **UPDATE THE INFORMATION** for a practicing provider:

- 1. Locate the **CORRECT PROVIDER**
- 2. Click on the **PENCIL** next to the field you wish to update
- 3. Click outside of the field
- 4. Click **SAVE**

## Audience


Organization  
Administrator

Vaccine  
Coordinator

Approved Providers

<input type="checkbox"/>	Provider First Name	Provider Last Name	Provider Middle Init...	License Number	Provider Type
--------------------------	---------------------	--------------------	-------------------------	----------------	---------------

Pending Providers

<input type="checkbox"/>	Provider First Name	Provider Last Name	Provider Middle Init...	License Number	Provider Type
1	<input type="checkbox"/> John	Doe		1234567890	MD

Cancel

Save

# Step 10 of 13: Deactivate a Practicing Provider

Before you move to the next section, you can also deactivate any practicing providers you added to your providers list. It is **IMPORTANT THAT YOU REVIEW ALL PROVIDER DETAILS** before navigating to the next section.

To **DEACTIVATE A PROVIDER:**

- 1. Select **ONE OR MORE PROVIDERS** you wish to deactivate
- 2. Click **DEACTIVATE PROVIDER(S)**

Once you confirm that all practicing provider details are correct, click **NEXT**

Audience

Organization  
Administrator

Vaccine  
Coordinator

Approved Providers

☐

Provider First Name

▼

Provider Last Name

▼

Provider Middle Init...

▼

License Number

▼

Provider Type

▼

Pending Providers

☒

Provider First Name

▼

Provider Last Name

▼

Provider Middle Init...

▼

License Number

▼

Provider Type

▼

1	<input checked="" type="checkbox"/>	John	Doe	1234567890	MD
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Deactivate Provider(s)

Next

# Step 11 of 13: Add Initial Healthcare Location Manager

✓✓✓✓✓✓✓✓Initial Healthcare...ReviewS&H AttestationCompleted

INITIAL HEALTHCARE LOCATION MANAGER

If your location is approved by NC DHHS as a COVID-19 Vaccination Provider, you will then need access to the COVID-19 Vaccine Management System (CVMS) Provider Portal to manage COVID-19 vaccine inventory, process recipients, document vaccine administrations, and complete other activities related to the COVID-19 Vaccination Program.

Please select an employee that you want to be the first Healthcare Location Manager for this location and enter the information below for this individual. This individual will also manage your employees' access to the CVMS Provider Portal, with the ability to create new CVMS Provider Portal users and deactivate, reactivate, and manage location assignments for existing users either via self-service functionality in CVMS for smaller locations or via bulk upload via a CVMS Help Desk ticket for larger locations. Do NOT use this form to update user access to the CVMS Provider Portal at this time, this form is intended for Initial Healthcare Location Manager activation only. This individual can be the same as your location's primary vaccine coordinator, or it can be someone else in your organization.

Add Initial Healthcare Location Manager

Initial Healthcare Location Manager First Name

Initial Healthcare Location Manager Last Name

Initial Healthcare Location Manager NCID Username

Initial Healthcare Location Manager Email Address

Next

After clicking next, you will be able to **ADD YOUR INITIAL HEALTHCARE LOCATION MANAGER** to help support onboarding activities in the CVMS Provider Portal.

If your location is approved, the initial Healthcare Location Manager will be the first person for your location to receive access to the CVMS Provider Portal.

It is **IMPORTANT** to know that a valid NCID is required.

1. Review the instructions
2. Enter all **REQUIRED INFORMATION**
3. Click **NEXT**

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

If you do not enter an initial Healthcare Location Manager before your enrollment is approved, you will have to complete and submit the HCP User Onboarding Template to obtain access to the CVMS Provider Portal. You can learn about this template at <https://covid19.ncdhhs.gov/media/2366/download>.

# Step 12 of 13: Review & Sign the CDC COVID-19 Vaccination Program Provider Agreement

✓✓✓✓✓✓✓✓✓✓ReviewS&H AttestationCompleted

Please Confirm

Organization

Organization Identification:

Organization Name

Number of Location child records 1

\* Draw Your Signature Here

Adopt and UseClear

Date

December 15, 2020

Next

After clicking next, you will be able to review the information you provided and **SIGN THE CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT.**

It is **IMPORTANT** that you confirm that everything you entered for **SECTION B IS ACCURATE AND COMPLETE.**

- 1. Review the information you entered in Section B
- 2. Use the **PREVIOUS** button to correct errors
- 3. **DRAW YOUR SIGNATURE**
- 4. Click **ADOPT AND USE**
- 5. Click **NEXT**

### Audience

Organization Administrator

Vaccine Coordinator

### Tips

If you wish to redo your signature, click the CLEAR button.

## Step 13 of 13: Review & Sign the Storage and Handling Attestation

S&H Attestation

Completed

Please Confirm

Location

Storage and Handling Attestation:

Location Name  
General Location 1

Proper vaccine storage and handling practices will serve a critical role in the success of the COVID-19 vaccination response. Failure to strictly adhere to vaccine storage and handling guidelines as noted in the Centers for Disease Control and Prevention's (CDC) Vaccine Storage and Handling Toolkit<sup>3</sup> can result in vaccines being exposed to temperatures outside of the range deemed acceptable by the vaccine manufacturer. Exposed vaccines can have significant consequences including reduced potency/effectiveness and subsequent revaccination, thousands of dollars in wasted vaccine, and loss of patient confidence.

Providers enrolled in the COVID-19 Vaccination Program signed an agreement with CDC and have agreed to adhere to the following practices in relation to vaccine storage and handling:

- > Store and handle COVID-19 vaccines under proper conditions, including maintaining cold chain conditions and chain of custody at all times in accordance with an Emergency Use Authorization (EUA) or vaccine package insert, manufacturer guidance, and CDC guidance within the Vaccine Storage and Handling Toolkit.
- > Monitor storage unit temperatures at all times, using equipment (digital data loggers) and practices that comply with guidance in the Vaccine Storage and Handling Toolkit.
- > Comply with immunization program guidance for handling temperature excursions.\*
- > Monitor and comply with COVID-19 vaccine expiration dates.

\* Draw Your Signature Here

Adopt and Use

Clear

Date  
December 15, 2020

Next

Next, you will **REVIEW AND SIGN** the **STORAGE AND HANDLING ATTESTATION**.

It is **IMPORTANT** to know that this **SIGNATURE IS CONSIDERED** on behalf of **YOU AND THE BACKUP VACCINE COORDINATOR**.

1. Read the **STORAGE AND HANDLING ATTESTATION**
2. **DRAW YOUR SIGNATURE**
3. Click **ADOPT AND USE**
4. Click **NEXT**
5. Section B is now **COMPLETE**

## Audience

**Organization Administrator**

## Vaccine Coordinator

## Tips

You and your Organization Administrator will be notified via email when your location is approved for the first time if your Organization was approved first (this only applies to organizations with more than one location).

# Email Notification After 7 Days of Inactivity

If you have not updated Section B for your location after 7 calendar days while it is in the New status, you will receive an email notification reminding you to complete Section B. It is important to complete Section B as soon as possible for your location to be reviewed by the Immunization Branch Staff team.

## Audience

Organization  
Administrator

Vaccine  
Coordinator





# Practicing Provider Bulk Upload

# Practicing Provider Bulk Upload Overview

For **LOCATIONS WITH 25 OR MORE PRACTICING PROVIDERS** who will be administering the COVID-19 vaccine, you can receive support in entering your practicing providers into CVMS via the **PRACTICING PROVIDER BULK UPLOAD PROCESS**. The Practicing Provider Bulk Upload process is offered to support completion of Section B.

If your location is eligible for this assistance, **PLEASE SUBMIT SECTION B WITHOUT ADDING YOUR PRACTICING PROVIDERS IN CVMS**. It is **IMPORTANT** to know that your **LOCATION CANNOT BE APPROVED** until your **PRACTICING PROVIDERS ARE ENTERED**.

## Audience

Organization  
Administrator

Vaccine  
Coordinator

## Tips

If you choose to use the practicing provider bulk upload process, do not manually enter any providers into CVMS.

	A	B	C	D	E	F	G
1	Provider Enrollment (Location)	Practicing Provider First Name	Practicing Provider Middle Initial	Practicing Provider Last Name	Practicing Provider License Type	Practicing Provider License Number	Comments
2		Bertram	S	Roberson	MD	74824184	
3		Amy	I	Torres	MD	802582528	
4		Fathima	B	Calhoun	DO	8053985	
5		Jaye		Dunlap	DO	79840274	
6		Cherie	T	Perkins	NP	5270742	
7		Alessandra		Schmitt	NP	8792348124	
8		Jaheim	S	Leach	PA	84802242	
9		Kirstie	A	Bender	PA	85824381	
10		Adnan		Monroe	RPh	15424524	
11							

# Step 1 of 3: Practicing Provider Bulk Upload Template

To initiate the Practicing Provider Bulk Upload process, you must download the **PRACTICING PROVIDER BULK UPLOAD TEMPLATE**.

Please download this template for the Immunization Branch website:

[CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#)

The template name is **Practicing Provider Bulk Upload Template** (Excel)

## Audience

Organization  
Administrator

Vaccine  
Coordinator

	A	B	C	D	E	F	G
1	Provider Enrollment (Location)	Practicing Provider First Name	Practicing Provider Middle Name	Practicing Provider Last Name	Practicing Provider License Type	Practicing Provider License Number	Comments
2							
3							
4							
5							
6							
7							
8							

## Step 2 of 3: Enter Practicing Provider Information

Once you have the Practicing Provider Bulk Upload Template, enter details for each practicing provider who will administer the COVID-19 vaccine [at this location](#). Remember, all **INFORMATION ENTERED MUST MATCH** what appears on the **PRACTICING PROVIDER'S MEDICAL LICENSE**.

**COMPLETE ONE** Practicing Provider Bulk Upload Template **PER LOCATION**.

1. Enter the following information **FOR EACH PRACTICING PROVIDER**:

- First Name
- Middle Initial (if applicable)
- Last Name
- License Type (select option from dropdown)
- License Number

### Audience

Organization  
Administrator

Vaccine  
Coordinator

### Tips

Complete one practicing provider bulk upload template per location.

## Step 3 of 3: Save & Send Practicing Provider Bulk Upload File

Review the Practicing Provider Bulk Upload file for completeness and accuracy. You can now **SAVE AND SEND THE FILE** to the CVMS Help Desk Portal for processing.

1. **REVIEW** all information
2. **SAVE** the file as an **EXCEL FILE**
3. **SUBMIT THE FILE TO THE CVMS HELP DESK PORTAL** at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).
  - Please **INCLUDE THE LOCATION NAME** for the Practicing Provider Bulk Upload File within the ticket.

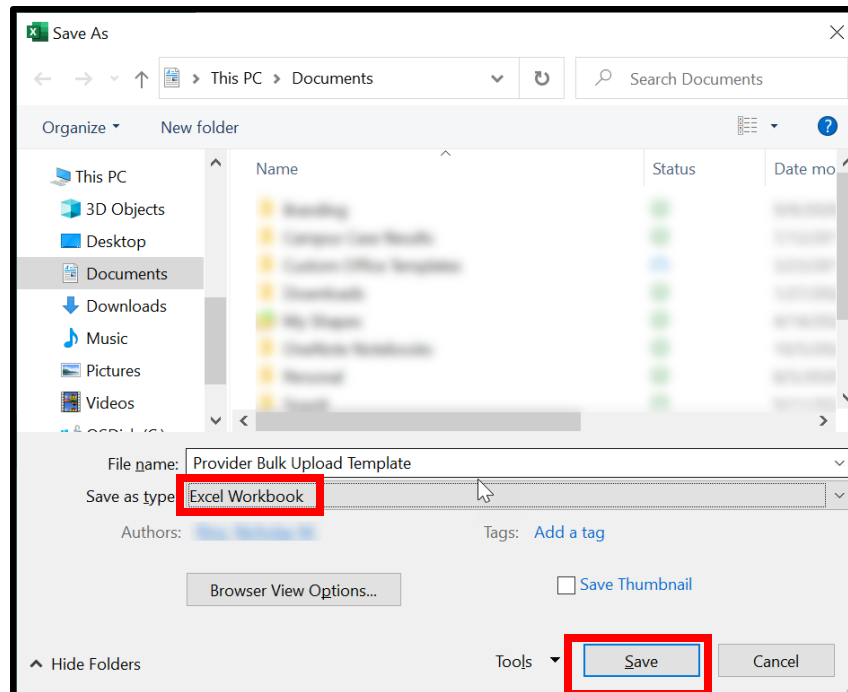
### Audience

Organization  
Administrator

Vaccine  
Coordinator

### Tips

Include the Location Name in the email with your completed Practicing Provider Bulk Upload file.



# Steps after Completing Section B

# CMO & CEO Sign the CDC COVID-19 Vaccination Program Provider Agreement

Once you complete Section B, your **CMO AND CEO** will be able to **REVIEW AND SIGN** the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT**, if applicable.

If you are your organization’s CMO and / or CEO, you can proceed to these steps. *Reference the CVMS Provider Enrollment Responsible Officers User Guide for more information.*

Home

CEO Review/Sign

CMO Review/Sign

Locations

Review and Sign

Finished

Review and Sign

Organization

Organization Identification:

Organization Name

## Audience

Organization Administrator

Vaccine Coordinator

## Tips

Please review the **CVMS Provider Enrollment Responsible Officers User Guide** for further instruction, which is available on the NC Immunization Branch website at <https://covid19.ncdhhs.gov/cvms-provider-enrollment-responsible-officer-user-guide-3/download>.

# Resubmitting Section B



# Receiving Rejection Email Notification

After your location is reviewed, the Immunization Branch will either approve or reject your location. If your location is rejected, you will be sent an email notification with the **REASON FOR REJECTION in the subject line as well as the body of the message**. You will be able to resubmit your Section B for your location.

## 1. LOG IN to the Provider Enrollment Portal

Public Message > Sandbox

Location does not meet licensing eligibility

Back to Inbox

To

From

Sending IP

Received

covidenroll@dhhs.nc.gov

96.43.152.77

2021-03-08 11:38:16

Delete

HTML

TEXT

JSON

RAW

LINKS

ATTACHMENTS


Dear

Cc:

Thank you for your interest in the CDC COVID-19 Vaccination Program in North Carolina. The purpose of this email is to inform you that your application for the location cannot be approved at this time. Vaccinating providers must have active, valid licensure/credentials to possess and administer vaccine in NC. This licensure verification is needed for those with prescribing authority [e.g., MD, DO, RPh, NP, PA] who will oversee COVID-19 vaccine administration to be qualified under the CDC agreement under the appropriate NC licensing authority.

Your application remains in CVMS and can be revised at any time for reconsideration. If you would like to update any part of the application, please log in to the [CVMS Provider Enrollment Portal](#) to do so.

Please submit cases/inquiries regarding COVID-19 vaccines as well as any CVMS technology issues to the [CVMS Help Desk Portal](#) for the most timely responses.



NC DEPARTMENT OF

HEALTH AND

HUMAN SERVICES

### Audience

Organization Administrator

Vaccine Coordinator

### Tips

You and your Organization Administrator will be notified via email when your location is approved for the first time if your Organization was approved first (this only applies to organizations with more than one location).

## Resubmitting Section B

You will be asked if you would like to resubmit your Section B. Please take the time to update your Section B as well as review all the information you are submitting one more time. Once you reach the final page of Section B, your Section B will be resubmitted for review.

1. Select **RESUBMIT REASONS** and move them to the right using the right arrow.
2. Click **RESUBMIT**
3. After clicking Resubmit, use the **NEXT / PREVIOUS** buttons to review and update your Section B

The screenshot displays a web form for resubmitting Section B. At the top, it shows the 'Unique COVID-19 Organization ID (Sect A)' as 'ORG-07337' and the 'Unique Location ID' as 'LOC-05931'. Below this, a message states: 'Please select the reason(s) you are resubmitting your Location's Provider Enrollment Agreement, Section B. The NCDHHS Immunization Branch will review your agreement and may Approve or Reject your location based on changes to your Agreement.' The form is divided into two main sections: 'Available Options' on the left and 'Selected Options' on the right. The 'Available Options' list includes: 'Days and Times to Receive Vaccine Shipment', 'Primary Vaccine Coordinator Contact Information', 'Storage & Handling Updates (images/make/model/capacity, etc.)', 'Vaccine Shipment or Vaccine Administration Address', and 'Other'. A red rectangle highlights the 'Available Options' list, and a red square highlights the right-pointing arrow between the two lists. At the bottom left of the form is a blue 'Resubmit' button.

### Audience

Organization  
Administrator

Vaccine  
Coordinator

### Tips





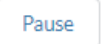
Your Organization Administrator will be copied on the email that is sent if your location is rejected.

# Appendix

# Additional Notes

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## Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- **\* Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

## Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).

## Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers to access CVMS.
- For more information on supported browsers, see [https://help.salesforce.com/articleView?id=getstart\\_browsers\\_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

# User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/14/2020	<ul style="list-style-type: none"><li>Original version</li></ul>		Kevin Kauffman
2	12/31/2020	<ul style="list-style-type: none"><li>Removed link to the Provider Enrollment portal</li></ul>	4, 6	Simon Couderc
3	1/7/2021	<ul style="list-style-type: none"><li>Removed any mention of CVMS Help Desk emails. Added Service Now Portal information.</li></ul>	1, 2, 8, 10, 25, 27, 31	Courtney Seward
4	3/3/2021	<ul style="list-style-type: none"><li>Updated language to focus on providers with prescribing authority per CDC agreement.</li><li>Updated CVMS Call Center information</li></ul>	2, 18	Jerilyn MacLaren-Hall
5	3/9/2021	<ul style="list-style-type: none"><li>Updated registration steps, automated 7-day reminder and added resubmit Section B steps.</li></ul>	11, 30 - 32	Azalea Troche
6	4/1/2021	<ul style="list-style-type: none"><li>Updated Practicing Providers page layout</li></ul>	18	Azalea Troche
7	4/13/2021	<ul style="list-style-type: none"><li>Updated HCP Location Manager step; updated practicing provider license types; update on email notification sent about approved locations.</li></ul>	8, 18, 21, 22	Azalea Troche
8	5/19/2021	<ul style="list-style-type: none"><li>Updated resubmit flow to include resubmission reason</li></ul>	34	Kevin Kauffman